

Relaxed procedures for key-entered EBT transactions:

For the next two weeks, through September 17, the Food and Nutrition Service is relaxing the requirements for key-entered EBT transactions. Because many food stamp recipients have been displaced without their EBT cards, they can no longer access their food stamp benefits. Though the EBT card is normally required to be present in order to conduct a key-entered transaction -- where the card number and PIN are manually entered -- we are relaxing that requirement **for displaced residents of Louisiana (card numbers beginning with 504476) , Mississippi (card numbers beginning with 507718) , and Alabama (card numbers beginning with 507680)**. These recipients do not need to have their card present in order to conduct a key-entered transaction for this interim period only.

- Louisiana recipients who have lost their card and do not know their EBT card number should call the Louisiana State office at 1-866-334-8304 or the JP Morgan toll-free number for Louisiana at 1-888-997-1117.
- Mississippi residents who have lost their card and do not know their EBT card number should call 1-866-449-9488.
- Alabama residents who have lost their card and do not know the card number should call 1-800-997-8888.
